

ATTACHMENT B

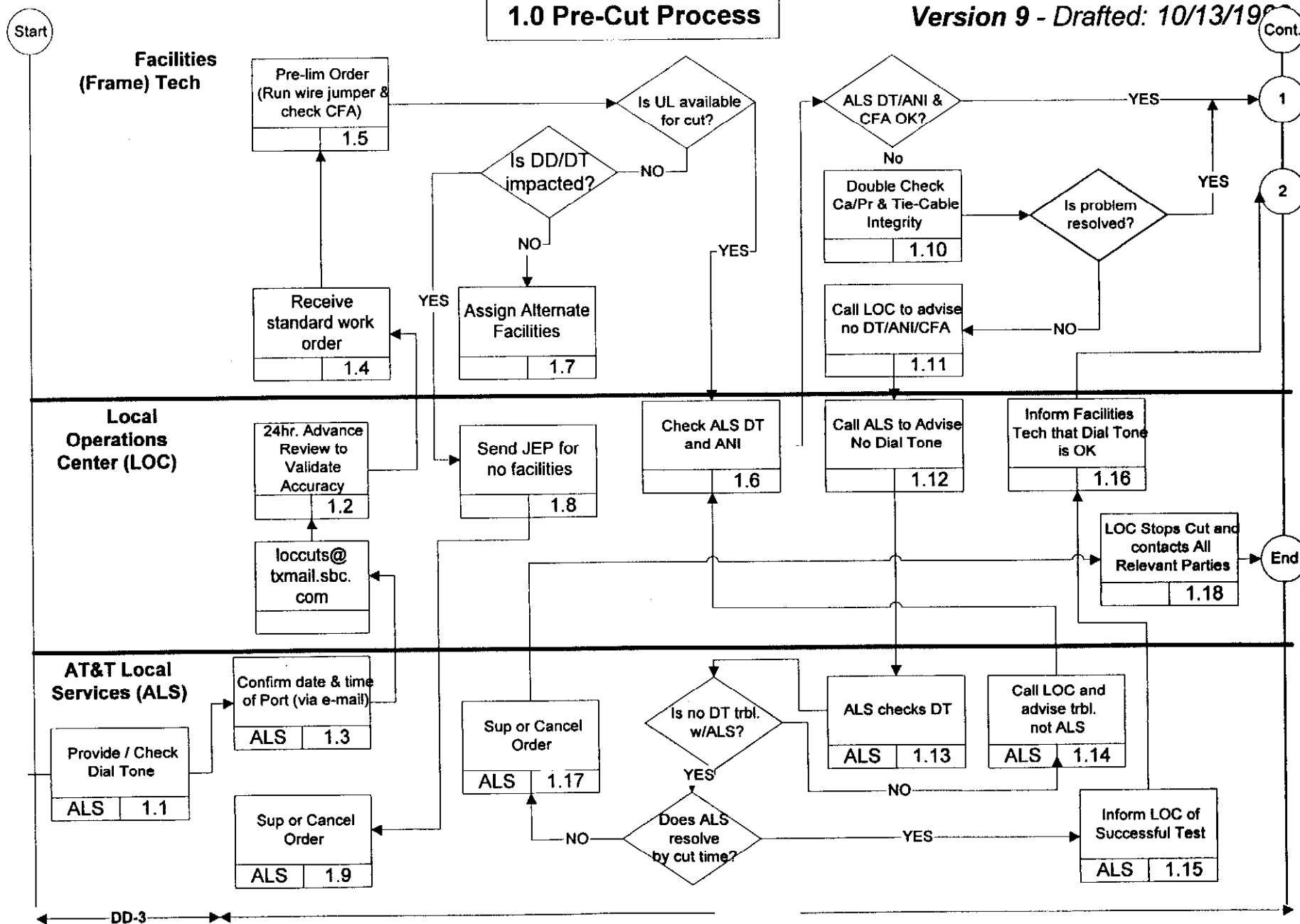
**AT&T Local Services (ALS)/
Southwestern Bell Telephone (SWBT)
Coordinated-Hot-Cut (CHC) Process**

AT&T Local Services (ALS) / Southwestern Bell Telephone (SWBT) Coordinated-Hot-Cut (CHC)

Process

1.0 Pre-Cut Process

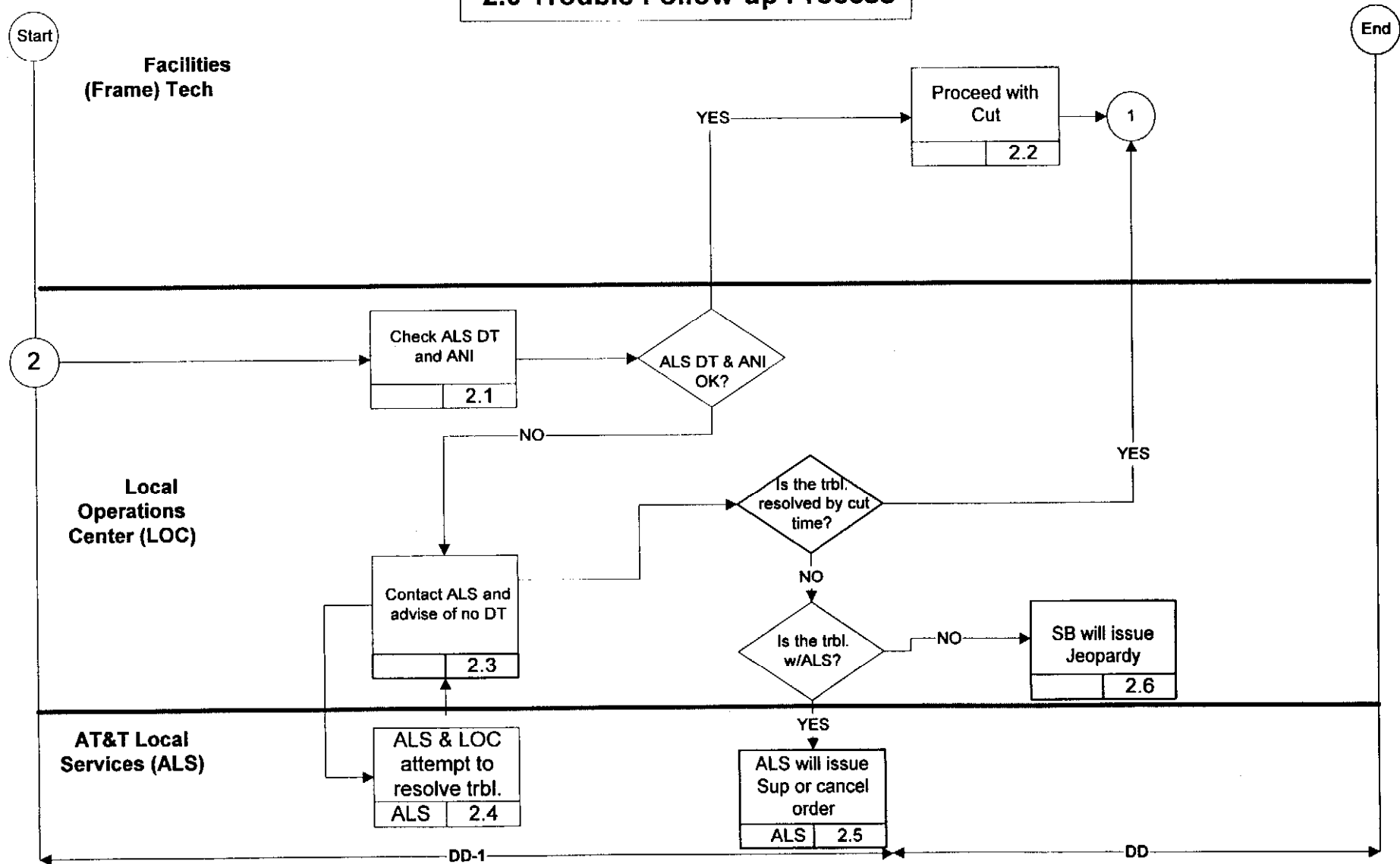
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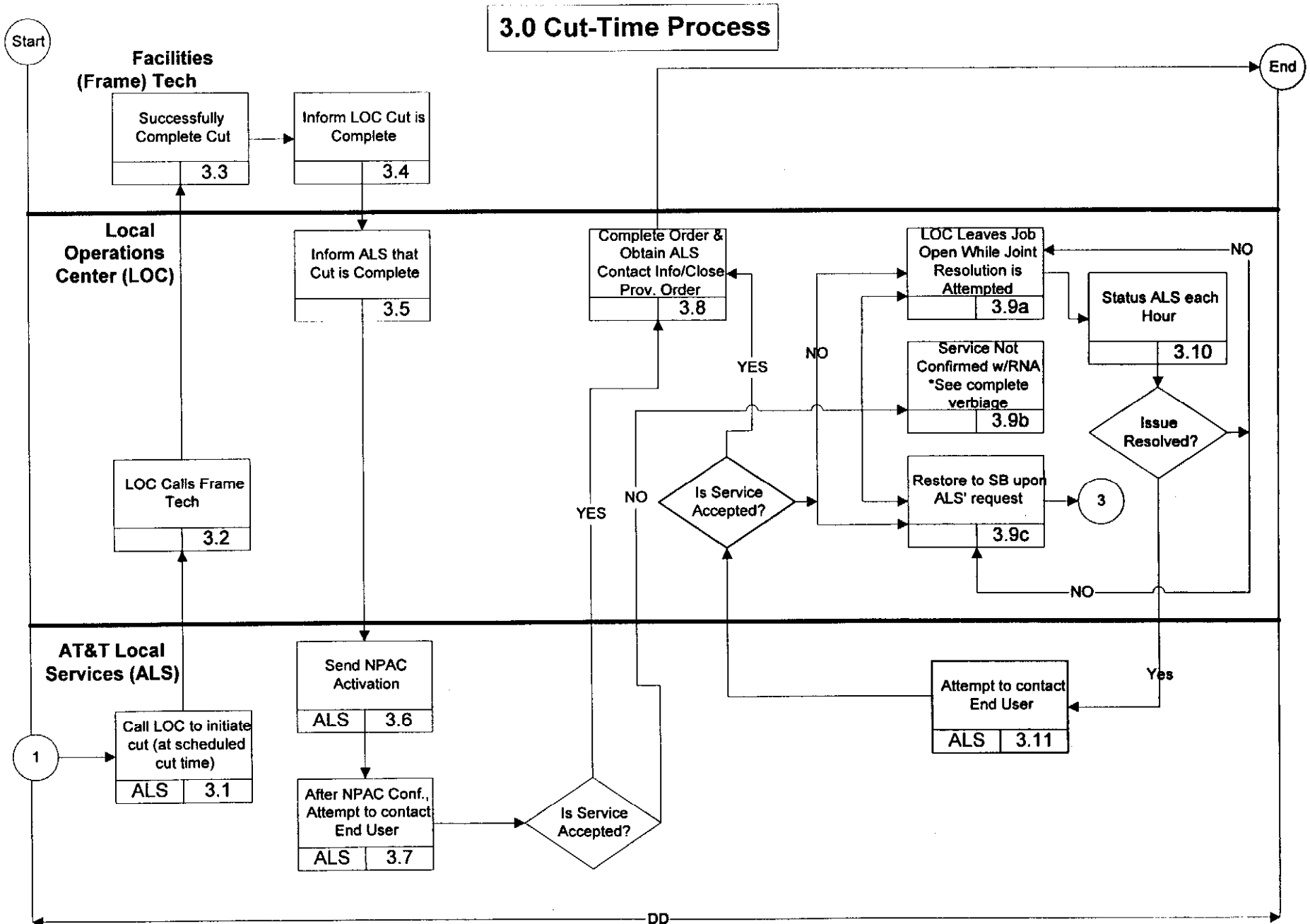
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2.0 Trouble Follow-up Process



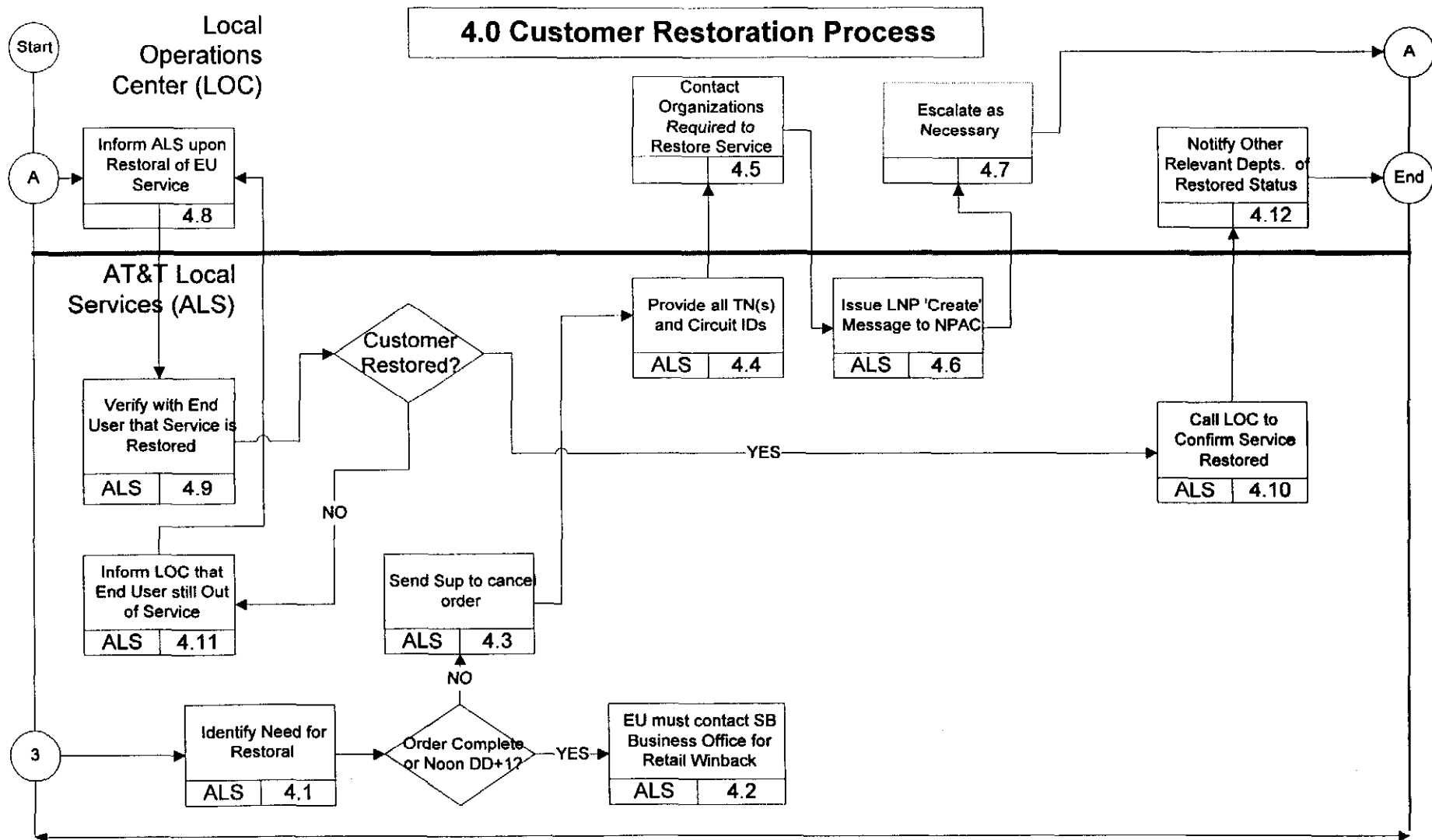
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Process Notes: This process depicts provisioning an order with 1-10 Unbundled Network Elements (UNE) Loops with Remote Test Access (RTA) and Local number Portability (LNP), with a due date of 3+ days.

1.0 Pre-Cut Process

- 1.1 AT&T Local Services (ALS) will establish their dial tone 3 days prior to the scheduled cut date and test continuity.
- 1.2 Southwestern Bell (SB) Local Operations Center (LOC) will conduct a 24hour advance review of the orders and validate accuracy.
- 1.3 ALS will confirm date and time of port via e-mail to SB at loccuts@txmail.sbc.com.
- 1.4 SB Facilities Tech (SBFT) will receive standard work order.
- 1.5 SBFT will prelim the order. SBFT gets the order Due Date (DD)-1, prelim's the order, verifies Connecting Facility Assignment (CFA), and runs wire jumper from pin & lug to Main Distribution Frame (MDF) – which concludes the framework.

A decision diamond is inserted here as to whether or not an Unbundled Loop (UL) (1.5) is available. If UL is available, continue on to 1.6. If UL is not available, continue on to next decision diamond.

- 1.6 If Unbundled Loop (UL) is available, SB LOC will check the ALS Dial Tone (DT) and Automatic Number Identification (ANI) using 1-800-346-0152 on the DD-1. (Go to 3.0, Circle 1.)

A decision diamond is inserted here as to whether or not using alternate facilities (1.7) impact DD & Due Time (DT). If DD and DT not impacted, continue on to 1.7. If alternate facilities impact DD and DT, continue on to 1.8.

- 1.7 If UL is not available, SBFT will assign alternate facilities.
- 1.8 If assigning alternate facilities impact DD & DT or alternate facilities not available, LOC will send a Jeopardy (JEP) notification to ALS.

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1.9 ALS will send Supplemental (SUP) order to change due date or Cancel order.

A decision diamond is inserted here as to whether or not the DT and ANI check (1.6) is successful. If the check is successful, continue on to circle 1 on the Cont. vertical line. If the DT and ANI check is not successful, continue on to 1.10.

1.10 If the ALS DT & ANI are not OK, SB LOC will coordinate with SBFT to double-check the Cable and Pair Assignment on the pending order. The SBFT will also verify that the condition is not a result of their tie-cable problems.

A decision diamond is inserted here as to whether or not the double-check (1.10) is successful. If the problem is resolved, go to 3.0, Circle 1. If the DT problem is not resolved, continue on to 1.11.

1.11 If the DT problem is not resolved, SBFT will contact the LOC to notify them that no dial tone was available.

1.12 The SB LOC will contact ALS to advise them that SB was unable to detect dial tone on the cable and pair specified on the order. (SWBT internal guidelines are to call within one hour of no DT detection.

1.13 ALS will check no DT condition.

A decision diamond is inserted here as to whether or not the no DT condition (1.12) is with ALS. If the trouble is not with ALS, go on to 1.13. If the DT problem is with ALS, continue on to next decision diamond.

1.14 If the no DT condition is not with ALS, ALS notifies LOC that the no DT condition is with SB.

A decision diamond is inserted here as to whether or not ALS resolves the no DT condition (1.12) by scheduled time of cut. If the problem is resolved by cut time, continue on to 1.14. If the problem is not resolved by cut time, continue on to 1.16.

1.15 ALS notifies LOC of the successful dial tone investigation / testing.

1.16 SB LOC will inform the SBFT that ALS has completed the dial tone testing successfully and annotate the OSS Log. (Go to 2.0, Circle 2.)

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1.17 If the no DT condition is not resolved by cut time and trouble is with ALS, ALS will SUP or Cancel order.

1.18 SB LOC will stop the cut and inform all relevant parties as such.

2.0 Trouble Follow-up Process

2.1 The SBFT will check for DT and ANI the number to ensure that the correct dial tone is present for the pending order.

A decision diamond is inserted here as to whether or not SBFT OK's DT & ANI (2.1). If the problem is resolved, continue on to 2.2. If the DT problem is not resolved, continue on to 2.3.

2.2 If no dial tone condition is resolved, and dial tone is found, the SBFT will proceed with the cut. (Go 3.0, Circle 1.)

2.3 If there is still no DT, the SB LOC will notify ALS. (SWBT internal guidelines are to call within one hour of no DT detection.)

2.4 ALS and SB LOC will work together to resolve no DT condition.

A decision diamond is inserted here as to whether or not no DT (2.4) is resolved by scheduled cut time. If the problem is resolved, continue on to Circle 1, Section 3.0. If the DT problem is not resolved, continue on to next decision diamond.

A decision diamond is inserted here as to whether or not no DT (2.4) is an ALS problem. If the problem is with ALS, continue on to 2.5. If the DT problem is with SB, continue on to 2.6.

2.5 If the no DT problem is with ALS, ALS will issue a Sup to provide a new DD or cancel order.

2.6 If the no DT problem is with SB, SB will issue a jeopardy response to ALS.

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3.0 Cut-Time Process

- 3.1 ALS will call SB LOC to initiate the cut at scheduled cut time. (If ALS calls 30+ minutes after scheduled cut time, ALS must send a SUP to change DD.)
- 3.2 SB LOC will contact the SBFT.
- 3.3 SBFT will successfully complete the cut as ordered.
- 3.4 SBFT will contact the SB LOC that the cut has been completed.
- 3.5 SB LOC contacts ALS to confirm cut completion within 60 minutes of scheduled cut time.
- 3.6 ALS will send NPAC activation.
- 3.7 Upon confirmation from NPAC, ALS will attempt to contact End User (EU) to confirm service acceptance and call back SB LOC.

A decision diamond is inserted here as to whether or not service is accepted (3.7). If the service is accepted, continue on to 3.8. If the service is not accepted, continue on to 3.9a, 3.9b or 3.9c).

- 3.8 If service is accepted, the SB LOC will verify that service is acceptable and obtain ALS Contact Info required for proof of service acceptance and close provisioning order.
- 3.9
 - a. If service is not accepted and/or the EU reports trouble, the SB LOC will not complete the order and will attempt joint resolution on the DD and escalate as appropriate (Go to 3.10).
 - b. If service is not accepted because the service is not confirmed with the EU due to ring no answer (RNA), ALS will open an internal tracking ticket (ITT) and relay the ITT number to LOC. SB LOC will keep the existing end user service order open for 24 hours. ALS will provide status to SB LOC as to when EU is contacted. After 24 hours ALS will close ITT and contact SB LOC to advise ITT has been closed. SB LOC completes order after 24 hours whether or not ALS calls to advise ITT has been closed.

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c. At the request of ALS, the restoral process will commence. (Go to 4.0, Circle 3.)

3.10 The SB LOC will notify ALS when the trouble is resolved.

3.11 ALS will contact the EU to verify trouble is resolved.

A decision diamond is inserted here as to whether or not trouble is resolved (3.11). If the service is accepted, continue on to 3.8. If the service is not accepted, go to 3.9a or 3.9c.

4.0 Customer Restoration Process

4.1 ALS will identify the need to temporarily restore the EU back to SB service.

A decision diamond is inserted here as to whether the order has completed or it is after noon of DD+1. If yes, go to 4.2. If no, go to 4.3.

4.2 If the order has completed or it is after noon of DD+1, EU will contact the SB Business office (number located in front of SB White Page directory) and request a retail winback.

4.3 If the order has not completed or it is before noon of DD+1, ALS will send a Sup to cancel the order.

4.4 ALS will provide all telephone numbers and Circuit IDs for the pending restoration.

4.5 The SB LOC will contact the internal organizations required to temporarily restore the service.

4.6 ALS will notify the NPAC to facilitate the return of the TN(s) to it's prior state in the database through the Immediate Disconnect Subscription Version process as described in scenarios 4 and 5 of CLEC99-023.

4.7 SB LOC will escalate as necessary to complete the restoration process (CLEC99-023 scenarios apply).

4.8 SB LOC will inform ALS in a timely manner when the customer has been restored to SB Service.

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4.9 ALS will verify with the EU that the service has been restored.

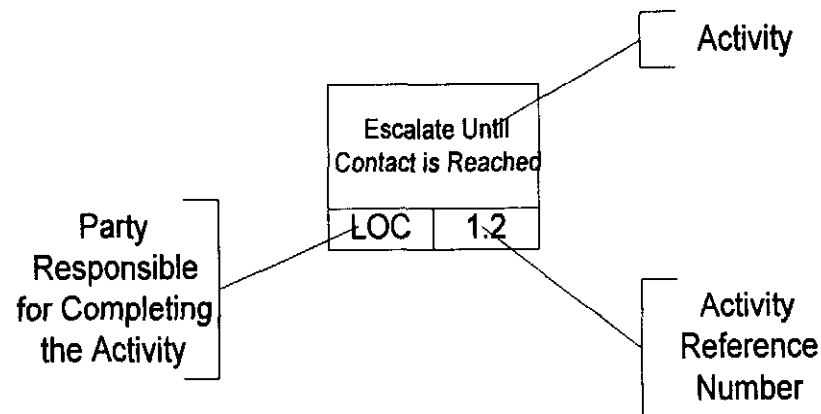
A decision diamond is inserted here as to whether or not service is restored. If yes, go to 4.10. If no, go to 4.11.

4.10 If service is restored, ALS will call SB LOC to confirm service restored.

4.11 If service is not restored, ALS will inform SB LOC that the EU is still out of service (go to 4.7).

4.12 SB LOC will contact relevant departments of Restored Status.

Activity Box Diagram:



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Process Sign-Off

Reviewed and Approved:

SWBT

_____	Date _____
_____	Date _____
_____	Date _____

AT&T Local Service

_____	Date _____
_____	Date _____
_____	Date _____